

P.O. BOX 5380  
CINCINNATI, OHIO 45201

312 WALNUT STREET 39TH FLOOR  
CINCINNATI, OHIO 45202  
513 977-3711

COMMUNICATIONS  
CONTROLLER

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92-266  
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**MAR 24 1994**

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF SECRETARY



**SCRIPPS HOWARD  
CABLE COMPANY**

REC'D MASS MED BUR

OCT 04 1993

VIDEO SERVICES

October 1, 1993

FCC Rate Regulation Impact Survey  
Mass Media Bureau  
Room 314  
1919 M Street NW  
Washington, DC 20554

Re: Response of Scripps Howard

Enclosed please find diskette containing worksheet file SCRIPPSH.WK1. This file contains the completed 10 pages of response to the Impact Survey. Also enclosed is a printout of the information and the appropriate channel lineups and rate cards.

The data is for the 10 largest systems owned by Scripps Howard, representing approximately 520,000 subscribers of the company's total of 680,000.

Please note the following special comments related to the appropriate system:

— page 2-Knoxville- This headend is in the middle of a rebuild with customers being converted to the new system with a greater number of channels. As of April, subscribers on the old and new systems were charged the same rate. Future plans at that point were to increase the rate when the system rebuild was complete. As of September 1, the rates were restructured in an attempt to begin compliance with the benchmark calculations. Not shown on the schedule (due to space limitations) is a \$2.95 tier subscribed to by 3,543 customers on the new system on April 5th. This service level was deleted on September 1 by collapsing 2 channels into the Cable Services Tier and converting 4 channels to an ala carte offering.

— page 3-Chattanooga-This system is also undergoing a rebuild with customers subscribing to different levels of basic services.

page 4-Lake County-Note that there is a substantial decrease in the number of subscribers from April to September. this is a seasonal occurrence as customers disconnect during the summer months and move north for a few months.

pages 7 & 8-Bluefield and Gray-The Cable Service tier was collapsed into the basic service effective 9/1/93 creating only 1 level of service.

\* At this time we do not charge a monthly maintenance fee or service call fee for maintenance. This is the same as our policy before the Cable Act was enacted. Aside from the small ala carte offerings in Knoxville and Chattanooga, no services were moved from basic or cable services to an unregulated offering.

Our present intent is to use the benchmark approach in most systems. But not having final cost-of-service rules does not allow us to make a definitive decision. It is possible that we might choose to go the cost-of-service route in some franchises of these

No. of Copies rec'd 2 Copies  
List ABCDE

systems. We will not be able to make that decision until the Commission publishes the final rules.

Should there be any problems with the disk or questions concerning the information, please call me at 513-977-3711.

Sincerely,

A handwritten signature in cursive script, reading "David B. Watkins". The signature is written in black ink and is positioned above the printed name.

David B. Watkins

## FCC RATE REGULATION IMPACT SURVEY

01. Community Unit ID#:		CA1088		05. Respondent Name:		DAVID WATKINS	
02. Mailing Address (street):		4350 PELL DRIVE		06. Respondent Fax:		513-977-3768	
03. Mailing Address (city):		SACRAMENTO		07. Respondent Phone:		513-977-3711	
04. Mailing Address (state & zip):		CA, 95838		08. System/Franchise:		SYSTEM	

REGULATED SERVICES		CHARGE		CHANNELS		HOUSEHOLDS	
Describe Service Tier		4/5/93	9/1/93	4/5/93	9/1/93	4/5/93	9/1/93
09. TIER 1 (Basic)	BASIC SERVICES	\$10.00	\$10.50	27	27	203,071	208,375
10. TIER 2	CABLE SERVICES	\$12.00	\$9.73	25	25	185,886	189,216
11. TIER 3							
12. TIER 4							

REGULATED EQUIPMENT		CHARGE		EQUIPMENT UNITS		HOUSEHOLDS	
		4/5/93	9/1/93	4/5/93	9/1/93	4/5/93	9/1/93
13. Converter	Non-addressable:						
	Addressable:		\$2.10	225,994	225,967	186,503	189,297
14. Installation	Prewired:	\$20.00	\$26.67			5,737	6,569
	Unwired:	\$40.00	\$53.35			490	473
15. Service Change	Visit required:	\$40.00	\$15.69			226	340
	No visit:		\$2.00				205
16. Inside Wire:							
17. Remote:		\$0.00	\$0.33	184,325	196,227	177,283	180,895
18. Additional Outlet:		\$7.00	\$0.00	67,060	64,281	54,333	53,928
All Miscellaneous Maintenance (describe):							
19.							
20.							
All Miscellaneous charges (specify):							
21. REMOTE CONTROL ACCESS		\$3.75		184,325		177,283	
22.							
23.							
24. Franchise Fee:							
25. Total billed monthly charges for reg. services:		\$5,178.00	\$4,480.00				
26. Total subscribers receiving any reg. services:		204,845	209,658				
27. % of subs. receiving a change in bill for reg. svcs:		Increase%	9.00%	Decrease%	91.00%		

September 1993

# Here's Your Guide To Non-Stop Entertainment!

- |                                     |  |
|-------------------------------------|--|
| 2 International Channel*            | (---) 36 TNT   |
| (---) 3 KCRA-3*                     | 37 SportsChannel Pacific Calif. Ch                         |
| 4 Preview Guide*                    | (---) 38 USA Network                                       |
| 5 KCSO-19*                          | 39 Headline News   |
| (---) 6 KVIE-6*                     | 40 CNN   |
| 7 KVIE Cable*                       | 41 CNBC  |
| (---) 8 KTXL-40*                    | 42 Comedy Central  |
| 9 ESPN                              | (---) 43 Encore  |
| (---) 10 KXTV-10*                   | (---) 44 HBO   |
| (---) 11 KSCH-58*                   | (---) 45 Cinemax   |
| (---) 12 KRBK-31*                   | (---) 46 Showtime  |
| (---) 13 KOVR-13*                   | (---) 47 The Movie Channel                                 |
| 14 Metro Cable                      | (---) 48 The Disney Channel                                |
| 15 C-SPAN*                          | (---) 49 Action  |
| 16 C-SPAN 2*                        | (---) 50 Request   |
| 17 Access Sacramento*               | (---) 51 Request 2   |
| 18 Access Sacramento*               | (---) 52 Jeweler's Choice                                  |
| 19 KFCB-42*                         | (---) 53 BET - Black Entertainment TV                      |
| 20 Religious Coalition*             | 60 Telemundo*  |
| 21 Educational Cable*               | 61 Home Shopping Club                                      |
| 22 Educational Cable*               | (---) 62 MTV - Music Television                            |
| 23 Video Jukebox*                   | (---) 63 VH1   |
| 24 SuperStation TBS*                | (---) 64 TNN - Nashville Network                           |
| 25 Free Pay-Per-View Previews*      | (---) 65 CMTV - Country Music TV                           |
| 26 WGN*                             | (---) 66 Playboy / Travel Channel                          |
| 27 The Weather Channel              | 67 QVC   |
| 28 The Learning Channel             | (---) 68 Sci-Fi Channel                                    |
| (---) 29 Nostalgia TV/Bravo         | 69 Court TV  |
| (---) 30 A&E - Arts & Entertainment |  |
| (---) 31 Lifetime                   | *Limited Basic (included in Basic Service)                 |
| 32 AMC-American Movie Classics      | PREMIUM CHANNELS   |
| 33 The Family Channel               | PAY-PER-VIEW CHANNELS                                      |
| 34 Nickelodeon                      | Available as a Premium Channel or on a Pay-Per-View basis. |
| 35 TDC - The Discovery Channel      | (---) Broadcast In Stereo                                  |
|                                     | Second Audio Channel                                       |



# CONVERTERLESS SERVICE OPTION INFORMATION

Subscribers with cable ready sets (see your TV or VCR owner's manual) taking **Economy Basic** service may not need a converter box or its remote control and could save **\$2.10 per month on the converter rental, and \$0.33 on the remote rental.** Please call Customer Service for additional information.

## PROGRAMMING CHANGE NOTICE - EFFECTIVE 10/1/93

### Channel Additions

New FCC regulations require the addition of:

**KCMY - Broadcast Channel 29\* (on Cable Channel 29)**

**KFTL - Broadcast Channel 64\* (on Cable Channel 28).**

Both are available in the Economy Pak.

### Channel Deletions

**Video Jukebox (Cable Channel 23)**

**KFCB (Cable Channel 19)**

### Other Possible Deletions

Local broadcasters 29, 64 and 19 have requested "must carry" status, while the other six local commercial broadcast stations have opted for "retransmission consent". If permission to carry any of these other six signals is not granted by October 6, they will have to be dropped.

### New Programming

**Portions of RAI, the national broadcast service from Italy, will be carried on The Travel Channel (Cable Channel 68) from 3 pm to 5 pm, Monday through Friday.**

### Channel Realignment

For easier channel access, channels will be grouped by interest clusters (Family, News & Information, Music, Movies and Sports). Consequently, several channels will be changing positions effective **October 1.** Please refer to your channel line-up for a complete list of the changes.

### Scrambling Notice - Effective 10/1/93

Due to the scrambling of all but Economy Basic service on October 1, customers must have an authorized converter box to receive Full Basic service. Economy Basic customers who wish to receive Premium Channels or place Pay-Per-View orders must also have an authorized converter box. Customers may pick up converter boxes at the Customer Service Lobby (address above) or at one of several convenient locations that will be announced in the September bill.

Customers who do not have an authorized converter box by October 1 will not be able to receive all channels on Full Basic service. Those customers will receive a credit adjustment for the Full Basic channels that they are unable to access. There are many other logistical, regulatory, and customer convenience aspects that are being worked through, but are not yet finalized. For further details on these issues, please refer to your September bill and newsletter.

### FCC Community Unit Identification Number

City of Sacramento	CA1089
County of Sacramento	CA1088
City of Folsom	CA1092
City of Galt	CA1087
McClellan AFB	CA1261
City of Isleton	CA1258

### Franchising Authority:

Sacramento Metropolitan Cable Television Commission  
828 I Street, Room 527  
(Central Library Building)  
Sacramento, CA 95814  
916-440-6661



**SACRAMENTO  
CABLE**

A SCRIPPS HOWARD SYSTEM

Rev. 8/20/93

## SACRAMENTO CABLE GENERAL RATE AND PROGRAMMING DISCLOSURE

4350 Pell Drive  
Sacramento, CA 95838

Customer Service: 927-3300, 1-800-924-8015

Customer Service: M-F, 7 am-12 midnight; Sat-Sun, 9 am-5 pm

Repair: 927-4500, 1-800-339-2349

Repair: 7 am-12 midnight (with 24-hour emergency staff available)

Customer Service Lobby (4350-A Pell Drive)

M-F, 8-8; Sat, 9-5; Sun, 12-5

### CHANGES IN RATES AND SERVICE CHARGES EFFECTIVE 9/1/93

MONTHLY RATES	Current Rates	New Rates	Difference
<b>Full Basic Cable</b>	\$22.00	<b>\$20.23</b>	- \$ 1.77
<b>Economy Basic</b>	\$10.00	<b>\$10.50</b>	+ \$ 0.50
<b>(formerly Limited Basic)*</b>			
*Economy Basic customers can purchase Premium Channels and Value Paks without subscribing to Full Basic service.			
<b>Additional Outlet-Full Basic Cable</b>	\$ 7.00	<b>\$ 0.00</b>	- \$ 7.00
<b>Additional Outlet-Economy Basic</b>	\$ 3.00	<b>\$ 0.00</b>	- \$ 3.00
<b>Your premium channel(s) on additional outlet(s) (each outlet)</b>			
	\$ 0.00	<b>\$ 2.50</b>	+ \$ 2.50
<b>Remote Control Access</b>	\$ 3.75	<b>\$ 0.00</b>	- \$ 3.75
<b>Remote Control Rental**</b>	\$ 0.00 ✓	<b>\$ 0.33 ✓</b>	+ \$ 0.33
<b>Converter Rental**</b>	\$ 0.00	<b>\$ 2.10 ✓</b>	+ \$ 2.10
<b>Additional Outlet Converter Rental**</b>			
	\$ 0.00	<b>\$ 2.10</b>	+ \$ 2.10
<b>VCR Converter Rental**</b>	\$ 4.00	<b>\$ 2.10</b>	- \$ 1.90
<b>**Now subject to California state sales tax.</b>			
<b>Cable Guide</b>	\$ 2.00	\$ 2.00	\$ 0.00
<b>Basic Value Pak</b>	\$28.95	\$28.95	\$ 0.00
<b>Premium Value Pak</b>	\$39.95	\$39.95	\$ 0.00
<b>Ultimate Value Pak*</b>	\$46.95	\$46.95	\$ 0.00

\*Includes Your Premium Channels on additional outlets at no charge.

<b>HBO</b>	\$ 8.95	\$ 8.95	\$ 0.00
<b>Showtime</b>	\$ 8.95	\$ 8.95	\$ 0.00
<b>The Disney Channel</b>	\$ 8.95	\$ 8.95	\$ 0.00
<b>Cinemax</b>	\$ 8.95	\$ 8.95	\$ 0.00
<b>The Movie Channel</b>	\$ 8.95	\$ 8.95	\$ 0.00
<b>Playboy</b>	\$ 8.95	\$ 8.95	\$ 0.00
<b>Encore</b>	\$ 3.95	\$ 4.95	+ \$ 1.00
<b>Pay-Per-View Movies/ Special Events</b>			
	(prices vary with event)		
<b>Digital Music Express (DMX) Service</b>	\$ 4.95	\$ 4.95	\$ 0.00
<b>DMX With A Value Pak</b>	\$ 4.95	<b>\$ 2.95</b>	- \$ 2.00
<b>DMX (without any level of Basic Cable Service)</b>	NA	<b>\$ 8.95</b>	NA
<b>DMX Tuner Rental</b>	\$ 5.00	\$ 5.00	\$ 0.00
<b>DMX Remote Control Rental</b>	\$ 1.00	\$ 1.00	\$ 0.00
<b>DMX Equipment Purchase (tuner and remote)</b>	\$175.00	\$175.00	\$ 0.00

### SERVICE/INSTALLATION CHARGES

<b>Cable Installation in Unwired Home</b>	<b>\$40.00</b>	<b>\$53.35</b>	+ \$13.35
<b>Cable Installation in Pre-Wired Home</b>	<b>\$40.00</b>	<b>\$26.67</b>	- \$13.33
<b>Custom/Non-Standard Installation</b>	NA	<b>Billed based on hourly rate of \$31.38</b>	NA
<b>Additional Outlet Installation/Relocation*</b>			
<b>With Cable Installation</b>	\$ 0.00	<b>\$17.26</b>	+ \$17.26
<b>Separate from Cable Installation</b>	\$20.00	<b>\$20.40</b>	+ \$ 0.40
<b>Reconnect</b>	NA	<b>\$15.69</b>	+ \$15.69

\*Installation of more than 3 total outlets may require special equipment, for which there may be an additional charge.

	Current Rates	Old Rates	Difference
Converter Box Delivery and Installation	\$40.00	\$15.69	- \$24.31
Volume Control Converter Option			
With Cable Installation	\$0.00	\$0.00	\$0.00
Separate from Cable Installation	\$40.00	\$20.40	- \$19.60
Account Transfer (to new address)	\$20.00	\$20.00	\$0.00
Account Assumption (same address)	\$10.00	\$10.00	\$0.00
Premium Channel Installation and/or Change of Service at time of installation	\$0.00	\$0.00	\$0.00
Transaction Fee (including, but not limited to, upgrade, downgrade or swap of Premium Channel)	\$5.00	\$2.00	- \$3.00
Customers canceling a premium service will not be charged a \$2.00 fee within 60 days of notice of rate increase.			
A/B Switch	\$10.00	\$3.50	- \$6.50
With Cable Installation	\$0.00	\$13.00	+ \$13.00
Separate from Cable Installation	\$40.00	\$20.40	- \$19.60
Reconnect Fee (same customer, same address)	\$20.00	\$26.67	+ \$6.67
Miscellaneous Service Charge	\$40.00	\$30.00	- \$10.00
Payment Collection Fee by Field Personnel	\$10.00	\$10.00	\$0.00

Rates and charges are subject to applicable city, county or state taxes. Rates are subject to change at any time. Special promotions and/or packages may be available from time to time at lower rates than those listed above. For more information or explanation, please call Customer Service.

#### INFORMATION REGARDING YOUR ACCOUNT ADVANCE BILLING

Charges for service are billed in advance and payment is due 20 business days from the date your billing statement is mailed. This Due Date is printed on each billing statement with a current balance. Similar to paying rent, or viewing of a movie at a theater, monies are billed in advance.

#### LATE FEE

Failure to make full payment by the Due Date will result in a late charge of \$5.00, which will be added to the amount due on the next billing statement. Current payments (payments made by the Due Date) can be mailed or made at Sacramento Cable or one of its authorized payment centers located throughout Sacramento County.

#### PAST-DUE ACCOUNTS

To avoid an involuntary disconnection of service which could result in a reconnect fee, late payments should be made in person at our Customer Service Lobby at 4350-A Pell Drive. Payments by mail can take up to five working days to credit to your account.

#### COLLECTION FEE

For late payments that are collected at the customer's home by Sacramento Cable field personnel, a \$10.00 collection fee will be incurred.

#### RETURNED CHECK FEE

A fee of \$15.00 will be charged for all checks not honored by your banking institution.

#### DISPUTED BILLING

Should there be a question or problem with charges billed to your account or payments which might not be credited to your account, Customer Service should be notified within 30 days of the billing. If preferred, you may write to Sacramento Cable at the address above. Attention: Correspondence Office.

Please include your name, address, telephone and account number to facilitate our response. Do not write on the bill or your check. Sacramento Cable will investigate and respond to all complaints within five business days of the receipt of the complaint. In some cases, an investigation might require a search of historical records that could take up to 14 days. If you believe a payment was made which was not credited to your account, a copy of the cancelled check or money order may be required and the disputed amount will be set aside for up to 14 days while you gather that documentation. Please be sure to retain a copy of your correspondence. If you have contacted us in a timely manner, and the matter has not been resolved by your Due Date, you may deduct the disputed amount and remit the balance owed. The act of advising Sacramento Cable of a billing dispute or problem does not relieve you of the obligation to pay the non-disputed portion of your billing in a timely manner. Failure to remit the undisputed portion of the billing could result in the imposition of a late charge. Late fees will not be collected on disputed amounts if information is provided in a timely manner.

#### MISCELLANEOUS INFORMATION

- Our converters have parental control capability which allows selected channels to be blocked from viewing. Please call Customer Service for more information.
- In some cases, service outages in excess of four hours may entitle you to a credit to your account. Power outages, accidents, and natural disasters are beyond our control and create an exemption to crediting accounts. If you believe you are entitled to a credit, please call Customer Service or provide a written request within seven days of the outage.
- Positive identification (California driver's license or equivalent photo identification) of the individual accepting service is required to begin an installation.
- At the time of installation, customers must pay for the first month of service and installation fee with cash, check or money order.

#### RECEPTION QUALITY

Sacramento Cable is committed to delivering cable transmission service that corresponds to the standards set by the Federal Communications Commission. If any problems with the cable transmission received by a subscriber are the fault of Sacramento Cable, Sacramento Cable will correct the problem without charge to the subscriber. If a problem with the cable transmission received by the subscriber is due to the subscriber's equipment or due to the subscriber making any unauthorized changes in the cable reception or connection equipment, then a service call charge may be imposed and any repairs performed shall be at the subscriber's expense. Please direct complaints about the technical quality of your cable service to Sacramento Cable Customer Service at the address or phone numbers above. In addition, you may contact the franchising authority which has authorized Sacramento Cable to provide cable service by writing to the address below.

#### COMPLAINT PROCESS

For any concerns or complaints, you may call or write to Sacramento Cable Customer Service at the address above. If you feel a problem or question was not handled to your satisfaction, you may write to Sacramento Cable Administration at the address above or call (916) 648-8314. If you feel we have not solved the problem, answered your complaint satisfactorily, or you would like a copy of the Cable Television Customer Service Regulations, then you may contact the franchising authority at the address below.

#### EQUIPMENT LOSS OR DAMAGE

Any cable converter(s) provided to you are the property of Sacramento Cable. In the event that you fail to return the equipment at disconnection of service or if the equipment is lost, destroyed or damaged, your account could be charged for the equipment as follows:

	Current Charge	New Charge	Difference
Converter	\$150.00 each	\$125.00	- \$25.00
Remote	\$10.00 each	\$6.00	- \$4.00
DMX Tuner	\$140.00 each	\$140.00	\$0.00
DMX Remote	\$35.00 each	\$35.00	\$0.00

April 5, 1993



## NEW VALUE PAKS

More than 60,000 Sacramento Cable customers have switched to one of our money-saving Value Paks. Find out how to get more from your cable service and save—call now for details!

**BASIC**  
VALUE PAK

Over 50 Basic Channels  
Encore  
Remote  
Any 3 Channels

**28**

**ENCHANTED**  
VALUE PAK

Over 50 Basic Channels  
Encore  
Remote  
Any 3 Channels

**31**

**PREMIUM**  
VALUE PAK

Over 50 Basic Channels  
Encore  
Remote  
Any 3 Channels

**39**

**ULTIMATE**  
VALUE PAK

Over 50 Basic Channels  
Encore  
Remote  
Any 3 Channels

**46**



## SERVICES

Basic Cable	\$22.00
HBO	\$8.95
Cinemax	\$8.95
Showtime	\$8.95
The Disney Channel	\$8.95
The Movie Channel	\$8.95
Playboy	\$8.95
Encore	\$3.95
Basic Value Pak	\$28.95
Enchanted Value Pak	\$31.90
Premium Value Pak	\$39.95
Ultimate Value Pak	46.95
Digital Music Express with DJ Remote	\$10.95
Additional Outlets (each)	\$7.00
Remote Control (each)	\$3.75
Cable Guide	\$2.00
Extra VCR Converter	\$4.00
Standard Installation	\$40.00
Limited Basic Installation	\$40.00
Parental Lock-out	Free



## SPECIAL OFFER!

Call me today for details on our special offer for new cable subscribers!

**641-4343**



**SACRAMENTO  
CABLE**

A DISH NETWORK SYSTEM



1/93 • Printed on recycled paper



## SACRAMENTO CABLE CHANNELS

2	International Channel*/KTSF	Multicultural News, Info
3	KCRA-3*	NBC, Sacramento
4	Prevue Guide*	TV Listings
5	KSCO-19*	IND/Modesto
6	KVIE-6*	PBS/Sacramento
7	KVIE Cable*	PBS (Cable Exclusive)/Sacramento
8	KTXL-40*	FOX/Sacramento
9	ESPN	24 Hour Sports, Sports News and Information
10	KXTV-10*	CBS/Sacramento
11	KSCH-58*	IND/Sacramento
12	KRBK-31*	IND/Sacramento
13	KOVR-13*	ABC/Sacramento
14	Metro Cable*	Local Government
15	C-SPAN*	U.S. House of Representatives
16	C-SPAN 2*	U.S. Senate
17	Access Sacramento*	Community Access
18	Access Sacramento*	Public Access
19	KFCB-42*	IND/Concord
20	Religious Coalition*	Local Religious Programs, EWTN, VISN
21	Educational Cable*	Local Educational Programming
22	Educational Cable*	Local Educational Programming
23	Video Jukebox*	Music Videos
24	SuperStation TBS*	IND/Atlanta
25	Free Pay-Per-View Previews*	PPV Highlights and Schedules
26	WGN*	IND/Chicago
27	The Weather Channel	24 Hour World and Local Weather
28	The Learning Channel	Educational Programming
29	Nostalgia TV/Bravo	Variety/Int'l Films, Performing Arts
30	A&E-Arts & Entertainment	Comedy, Documentaries, Arts
31	Lifetime	Info and Entertainment for Today's Woman
32	AMC-American Movie Classics	24 Hour Classic Movies
33	The Family Channel	Drama, Comedy, Movies
34	Nickelodeon	Children's Shows, TV Favorites
35	TDC-The Discovery Channel	Science, Nature, Technology
36	TNT	Classic Movies, Family Programming, Sports
37	SportsChannel Pacific/Calif. Ch.	Pro & College Sports/State Legislature
38	USA Network	24 Hour Original Movies, Variety
39	Headline News	24 Hour News Updates Every 30 Minutes
40	CNN	24 Hour News, Business, Sports, Weather
41	CNBC	Consumer News and Business
42	Comedy Central	24 Hour Comedy Programming
43	Encore	Hit Movies of the 60's, 70's and 80's
44	HBO	24 Hour Movies, Comedy, Sports, Specials
45	Cinemax	24 Hour Classic, Foreign and New Movies
46	Showtime	24 Hour Movies, Comedy, Sports, Specials
47	The Movie Channel	24 Hour Movies
48	The Disney Channel	Series, Disney Classics, Specials
49	Action	Pay-Per-View Action and Thriller Movies
50	Request	Pay-Per-View Movies, Specials
51	Request 2	Pay-Per-View Movies, Specials
52	Viewers Choice	Pay-Per-View Movies, Specials
53	BET-Black Entertainment TV	24 Hour Variety, Music Videos
60	Telemundo*	Spanish Movies, Novelas, Sitcoms and Sports
61	HSC-Home Shopping Club	Home Shopping
62	MTV-Music Television	Music Videos, Comedy, Features
63	VH-1	Music Videos, Comedy, Features
64	TNN-Nashville Network	Country Variety, Entertainment
65	CMTV-Country Music TV	Country Music Videos
66	Playboy	Pay-Per-View Adult Programming
67	QVC	Home Shopping
68	The Sci-Fi Channel	Science Fiction Movies, and Series
69	Court TV	Live and Taped Courtroom Coverage

\* Limit Basic (included in Basic Service)

PREMIUM CHANNELS

PAY-PER-VIEW CHANNELS

## FCC RATE REGULATION IMPACT SURVEY

01. Community Unit ID#:		TN0081		05. Respondent Name:		DAVID WATKINS	
02. Mailing Address (street):		614 N. CENTRAL AV		06. Respondent Fax:		513-977-3768	
03. Mailing Address (city):		KNOXVILLE		07. Respondent Phone:		513-977-3711	
04. Mailing Address (state & zip):		TN, 37927		08. System/Franchise:		SYSTEM	

REGULATED SERVICES		CHARGE		CHANNELS		HOUSEHOLDS	
Describe Service Tier		4/5/93	9/1/93	4/5/93	9/1/93	4/5/93	9/1/93
09. TIER 1 (Basic)	(BASIC) REBUILD	\$9.95	\$6.55	11	12	36,498	59,059
10. TIER 2	(BASIC) NON- REBU	\$9.95	\$7.60	11	12	47,598	24,832
11. TIER 3	(CHOICE) REBUILD	\$11.00	\$14.20	23	25	36,388	58,856
12. TIER 4	(CHOICE) NON- RE	\$11.00	\$12.03	19	19	47,455	24,746

REGULATED EQUIPMENT		CHARGE		EQUIPMENT UNITS		HOUSEHOLDS	
		4/5/93	9/1/93	4/5/93	9/1/93	4/5/93	9/1/93
13. Converter	Non-addressable:						
	Addressable:	\$0.00	\$2.50			0	49,172
14. Installation	Prewired:	\$30.00	\$29.25			71,842	71,307
	Unwired:	\$30.00	\$29.25			12,614	12,584
15. Service Change	Visit required:						
	No visit:						
16. Inside Wire:							
17. Remote:		\$4.50	\$0.25			44,641	49,172
18. Additional Outlet:		\$4.25				26,579	0
All Miscellaneous Maintenance (describe):							
19.							
20.							
All Miscellaneous charges (specify):							
21. RELOCATE		\$20.00	\$19.50				
22. ADDITIONAL OUTLET		\$20.00	\$19.50				
23.							
24. Franchise Fee: (per sub.)		\$0.00	\$0.89				
25. Total billed monthly charges for reg. services:		\$1,968.00	\$1,874.00				
26. Total subscribers receiving any reg. services:		84,096	83,891				
27. % of subs. receiving a change in bill for reg. svcs:		Increase%	50.00%	Decrease%	50.00%		





## MONEY SAVING PACKAGES

### 1 Premium Package

39 Channels of Choice/Limited and ChoicePlus® Cable and your choice of Showtime, Disney or The Movie Channel plus Remote Control

**\$31.90**  
Save \$1.45  
a month!

### 2 Premium Package

39 Channels of Choice/Limited and ChoicePlus® Cable and your choice of any two of the following: Showtime, Disney or The Movie Channel plus Remote Control

**\$37.85**  
Save \$1.45  
a month!

### 2 Premium Package

39 Channels of Choice/Limited and ChoicePlus® Cable and your choice of any two of the following: HBO, Showtime, Cinemax, Disney or The Movie Channel on two outlets\*\* plus Remote Control on both outlets

**\$42.80**  
Save \$4.75  
a month!

### 3 Premium Package

39 Channels of Choice/Limited and ChoicePlus® Cable and your choice of any three of the following: HBO, Showtime, Cinemax, The Movie Channel and Disney on two outlets\*\* plus Remote Control on both outlets

**\$48.70**  
Save \$4.80  
a month!

### 4 Premium Package

39 Channels of Choice/Limited and ChoicePlus® Cable and your choice of any four of the following: HBO, Showtime, Cinemax, The Movie Channel and Disney on two outlets\*\* plus Remote Control on both outlets

**\$53.90**  
Save \$5.55  
a month!

### 5 Premium Package

39 Channels of Choice/Limited and ChoicePlus® Cable and HBO, Showtime, Cinemax, The Movie Channel and Disney on two outlets\*\* plus Remote Control on both outlets

**\$57.90**  
Save \$10.55  
a month!

\*Prices are lower in areas where ChoicePlus is not yet available

\*\*Additional outlets may not be available in all apartments



### A LA CARTE RATES

Limited Cable	\$9.95
(ch. 2-13; excluding HBO)	
Choice Cable	\$11.00
Choice/Limited/ChoicePlus Cable	\$20.95
ChoicePlus	\$2.95
Digital Music Express	\$10.95
HBO	\$10.95
Cinemax	\$10.95
Showtime	\$5.95
The Movie Channel	\$5.95
Disney	\$5.95
Additional Outlets	\$4.25
Remote Control	\$4.50
Remote Control with Pays	\$3.50

### INSTALLATION RATES

Installation/Reconnect	\$30.00
Transfer of Service	\$20.00
Relocate Outlet	\$20.00
Install DMX	\$30.00
Add DMX to Existing Service (if trip to home is required)	\$20.00
Seasonal Reconnect	\$15.00
Non-Pay Reconnect	\$35.00
Business Installation	\$50.00
Install Additional Outlet	\$20.00

KNOXVILLE/KNOX COUNTY ONLY				
DATE CASE	CHARGE	FRANCHISE	TOTAL	TOTAL
limited not rebuilt - (county)	\$7.60	\$0.24	\$7.84	
limited not rebuilt - (city)	\$7.60	\$0.40	\$8.00	
choice not rebuilt - (county)	\$12.03	\$0.37	\$12.40	\$20.24
choice not rebuilt - (city)	\$12.03	\$0.63	\$12.66	\$20.66
limited rebuilt - (county)	\$6.55	\$0.20	\$6.75	
limited rebuilt - (city)	\$6.55	\$0.34	\$6.89	
choice rebuilt - (county)	\$14.20	\$0.44	\$14.64	\$21.39
choice rebuilt - (city)	\$14.20	\$0.75	\$14.95	\$21.84
HBO	\$10.62	\$0.33	\$10.95	
Cinemax	\$10.62	\$0.33	\$10.95	
Showtime	\$5.77	\$0.18	\$5.95	
The Movie Channel	\$5.77	\$0.18	\$5.95	
Disney	\$5.77	\$0.18	\$5.95	
HBO/TMC	\$16.39	\$0.51	\$16.90	
HBO/DISNEY	\$16.39	\$0.51	\$16.90	
HBO/CINEMAX	\$16.40	\$0.51	\$16.91	
HBO/SHOWTIME	\$16.39	\$0.51	\$16.90	
CMAX/DIS	\$16.39	\$0.51	\$16.90	
CMAX/TMC	\$16.39	\$0.51	\$16.90	
SHO/TMC	\$11.54	\$0.36	\$11.90	
SHO/DIS	\$11.54	\$0.36	\$11.90	
SHO/CMAX	\$11.54	\$0.36	\$11.90	
TMC/DIS	\$11.54	\$0.36	\$11.90	
HBO/SHOW/DISNEY	\$22.16	\$0.69	\$22.85	
HBO/SHOW/TMC	\$22.16	\$0.69	\$22.85	
HBO/SHOW/CMAX	\$22.17	\$0.69	\$22.86	
HBO/CMAX/DISNEY	\$22.17	\$0.69	\$22.86	
HBO/CMAX/TMC	\$22.17	\$0.69	\$22.86	
HBO/TMC/DISNEY	\$22.16	\$0.69	\$22.85	
CMAX/TMC/DIS	\$22.16	\$0.69	\$22.85	
SHO/CMAX/TMC	\$22.16	\$0.69	\$22.85	
SHO/DIS/CMAX	\$22.16	\$0.69	\$22.85	
SHO/TMC/DIS	\$17.31	\$0.54	\$17.85	
HBO/SHOW/DIS/TMC	\$27.93	\$0.87	\$28.80	
HBO/SHOW/CMAX/DIS	\$27.94	\$0.87	\$28.81	
HBO/SHOW/CMAX/TMC	\$27.94	\$0.87	\$28.81	
HBO/SHOW/CMAX/DIS	\$27.94	\$0.87	\$28.81	
SHO/CMAX/TMC/DIS	\$27.93	\$0.87	\$28.80	
HBO/SHO/CMAX/TMC/DIS	\$33.71	\$1.05	\$34.76	

limited-Union Co. 7.48 .23 7.71  
 choice-Union Co. 12.46 .39 12.85

9/1/93

Rare Case

Non-Rebuilt (3/31 + 9/1)

**KNOXVILLE CHANNEL LINE-UP**

- |                           |                            |
|---------------------------|----------------------------|
| 2 WKOP                    | 39 American Movie Classics |
| *3 HBO                    | 40 C-SPAN 2                |
| 4 WGN, Chicago            | 41 Travel Channel          |
| 5 WKOT, TV 8              | 42 Home Shopping Network   |
| 6 Prevue Guide            | 43 Sneak Prevue            |
| 7 WTBS, Atlanta           | *44 Viewer's Choice 2      |
| 8 Video Classified Adv.   | *45 Request 2              |
| 9 WBIR, TV 10             | *46 Action                 |
| 10 TMS Business Plus      | 47 Comedy                  |
| 11 WKCH-TV 43             | 48 The Learning Channel    |
| 12 Community TV           | 49 Cartoon                 |
| 13 WATE TV, 6             | 50 CNBC                    |
| 14 ESPN                   | 51 Sci-Fi                  |
| 15 USA                    | 52 CMT                     |
| 16 The Family Channel     | *60 Request 1              |
| 17 TNT                    |                            |
| 18 The Weather Channel    |                            |
| 19 SportSouth             |                            |
| 20 MTV                    |                            |
| 21 VISN/ACTS              |                            |
| 22 CNN                    |                            |
| *23 The Disney Channel    |                            |
| *24 Cinemax               |                            |
| *25 The Movie Channel     |                            |
| *26 Viewer's Choice 1     |                            |
| 27 Nickelodeon            |                            |
| 28 TNN                    |                            |
| 29 A & E                  |                            |
| *30 Showtime              |                            |
| 31 Headline News          |                            |
| 32 VH-1                   |                            |
| 33 Black Entertainment TV |                            |
| 34 C-SPAN                 |                            |
| 35 The Discovery Channel  |                            |
| 36 Lifetime               |                            |
| 37 QVC                    |                            |

REBUILD ONLY

\* Premium Services

## KNOXVILLE REBUILT CHANNEL LINE-UP

As of 9/1/93

- |                           |                            |
|---------------------------|----------------------------|
| 2 WKOP                    | 39 American Movie Classics |
| *3 HBO                    | 40 C-SPAN 2                |
| 4 WGN, Chicago            | 41 Travel Channel          |
| 5 WKXT, TV 8              | 42 Home Shopping Network   |
| 6 Preview Guide           | 43 Sneak Preview           |
| 7 WTBS, Atlanta           | *44 Viewer's Choice 2      |
| 8 Video Classified Adv.   | *45 Request 2              |
| 9 WBIR, TV 10             | *46 Action                 |
| 10 TMS Business Plus      | 47 Comedy                  |
| 11 WKCH-TV 43             | 48 The Learning Channel    |
| 12 Community TV           | 49 Cartoon                 |
| 13 WATE TV, 6             | 50 CNBC                    |
| 14 ESPN                   | 51 Sci-Fi                  |
| 15 USA                    | 52 CMT                     |
| 16 The Family Channel     | 53 Encore                  |
| 17 TNT                    | 54 TV Food Network         |
| 18 The Weather Channel    | 55 Court TV                |
| 19 SportSouth             | *60 Request 1              |
| 20 MTV                    |                            |
| 21 VISN/ACTS              |                            |
| 22 CNN                    |                            |
| *23 The Disney Channel    |                            |
| *24 Cinemax               |                            |
| *25 The Movie Channel     |                            |
| *26 Viewer's Choice 1     |                            |
| 27 Nickelodeon            |                            |
| 28 TNN                    |                            |
| 29 A & E                  |                            |
| *30 Showtime              |                            |
| 31 Headline News          |                            |
| 32 VH-1                   |                            |
| 33 Black Entertainment TV |                            |
| 34 C-SPAN                 |                            |
| 35 The Discovery Channel  |                            |
| 36 Lifetime               |                            |
| 37 QVC                    |                            |

\* Premium Services

## **Union County Channel Line-up**

**As of 4/1/93**

- |                    |                         |
|--------------------|-------------------------|
| 2 WKOP (PBS)       | 21 VISN/ACTS            |
| 3 HBO              | 22 CNN                  |
| 4 Disney           | 23 Disney               |
| 5 The Movie Cha    | 24 Weather Channel      |
| 6 Community TV     | 25 The Movie Channel    |
| 7 WTBS, Atlanta    | 26 Viewer's Choice      |
| 8 WKXT, TV 43      | 27 Nickelodeon          |
| 9 WBIR, TN (NBC)   | 28 TNN                  |
| 10 WGN, Chicago    | 29 Arts & Entertainment |
| 11 WKCH TV 43      | 30 Showtime             |
| 12 Travel Channel  | 31 Headline News        |
| 13 WATE TV 6 (ABC) | 32 VH-1                 |
| 14 ESPN            | 33 CMT                  |
| 15 USA             | 34 CSPAN                |
| 16 Family          | 35 Discovery            |
| 17 TNT             | 36 Lifetime             |
| 18 Showtime        | 37 QVC                  |
| 19 SportSouth      | 60 Request              |
| 20 MTV             |                         |

## **Union County Channel Line-up**

**As of 9/1/93**

<b>2 WKOP (PBS)</b>	<b>21 VISN/ACTS</b>
<b>3 HBO</b>	<b>22 CNN</b>
<b>4 WGN</b>	<b>23 Disney</b>
<b>5 WKXT</b>	<b>24 Television Food Network</b>
<b>6 Community TV</b>	<b>25 The Movie Channel</b>
<b>7 WTBS, Atlanta</b>	<b>26 Viewer's Choice</b>
<b>8 CSPAN 2</b>	<b>27 Nickelodeon</b>
<b>9 WBIR, TN (NBC)</b>	<b>28 TNN</b>
<b>10 SNEAK</b>	<b>29 Arts &amp; Entertainment</b>
<b>11 WKCH TV 43</b>	<b>30 Showtime</b>
<b>12 Travel Channel</b>	<b>31 Headline News</b>
<b>13 WATE TV 6 (ABC)</b>	<b>32 VH-1</b>
<b>14 ESPN</b>	<b>33 CMT</b>
<b>15 USA</b>	<b>34 CSPAN</b>
<b>16 Family</b>	<b>35 Discovery</b>
<b>17 TNT</b>	<b>36 Lifetime</b>
<b>18 The Weather Channel</b>	<b>37 QVC</b>
<b>19 SportSouth</b>	<b>60 Request</b>
<b>20 MTV</b>	<b>99/61 WPMC</b>

## FCC RATE REGULATION IMPACT SURVEY

01. Community Unit ID#:		TN0062		05. Respondent Name:		DAVID WATKINS	
02. Mailing Address (street):		P.O. BOX 182249		06. Respondent Fax:		513-977-3768	
03. Mailing Address (city):		CHATTANOOGA		07. Respondent Phone:		513-977-3711	
04. Mailing Address (state & zip):		TN, 37422		08. System/Franchise:		SYSTEM	

REGULATED SERVICES		CHARGE		CHANNELS		HOUSEHOLDS	
Describe Service Tier		4/5/93	9/1/93	4/5/93	9/1/93	4/5/93	9/1/93
09. TIER 1 (Basic)	BASIC SERVICES	\$9.99	\$6.56	12	12	80,320	83,203
10. TIER 2	CABLE SERV. (NON	\$12.96	\$13.44	16	16		30,797
11. TIER 3	CABLE SERV. (REB	\$12.96	\$16.39	25	30	31,611	50,046
12. TIER 4	ENTERT. TIER (DEL	\$3.95		6		2,191	

REGULATED EQUIPMENT		CHARGE		EQUIPMENT UNITS		HOUSEHOLDS	
		4/5/93	9/1/93	4/5/93	9/1/93	4/5/93	9/1/93
13. Converter	Non-addressable:	\$0.00	\$0.00	0	0	0	0
	Addressable:	\$0.00	\$0.00	0	0	0	0
14. Installation	Prewired:	\$35.00	\$26.19			2,017	2,452
	Unwired:	\$35.00	\$32.74			275	275
15. Service Change	Visit required:	\$15.00	\$6.55			84	87
	No visit:					0	0
16. Inside Wire:		\$0.00	\$0.00				
17. Remote:		\$3.00	\$0.30	21,704	27,277	16,706	20,996
18. Additional Outlet:		\$4.00	\$0.00	31,448	32,705	25,056	25,722
All Miscellaneous Maintenance (describe):							
19.							
20.							
All Miscellaneous charges (specify):							
21.							
22.							
23.							
24. Franchise Fee: (per sub.)		\$0.00	\$0.71				
25. Total billed monthly charges for reg. services:		\$2,036.52	\$1,918.68				
26. Total subscribers receiving any reg. services:		80,320	83,203				
27. % of subs. receiving a change in bill for reg. svcs:		Increase%	20.00%	Decrease%	30.00%		



Out of  
your living room  
and  
into your life...

## MOVIES

Plenty of great movies every month from timeless classics to foreign fare on **TNT**, **TBS**, **WGN**, **The USA Network**, **The Family Channel**, **American Movie Classics** and **The Nostalgia Network**.

## SPORTS

Cable is the home of every sport under the sun! NFL football on **ESPN** and **TBS** Major League Baseball games on **TBS**, **WGN** and **ESPN**. 100 NRA games and World Cup Soccer on **TNT**. U.S. Open Tennis and Masters golf on **USA**. Plus all kinds of regional sports action on **SportSouth**.

## NEWS

24 hours a day, we update you on action around the world — all when YOU want to know what's happening. Turn to **CNN** for in-depth global coverage. **Headline News** for updates every half hour. **C-SPAN 1** and **2** for what's happening in Congress and our own **Channel's 3** and **44** for selected local government meetings and other enlightening programming.

## MUSIC

From Rock to Opera, hear it all on **MTV**, **VH-1**, **The Nashville Network**, **Country Music TV**, **Black Entertainment Television**, **Arts & Entertainment** and **The Family Channel**. And you don't want to miss out on our latest offering... **Digital Music Express (DMX)**... 30 formats of music available at your fingertips in CD quality sound, 24 hours a day.

## MUCH, MUCH MORE!!

Children's shows on **The Cartoon Network** and **Nickelodeon**; Science, History, and Nature on **The Discovery Channel** and **The Learning Channel**; great comedy on **The Comedy Channel**; and science fiction and science fact on **The Sci-Fi Channel**. Plus great information for and about women on **Lifetime**.

## CHATTANOOGA CABLE

# CHANNEL CARD

- |  |                             |
|--|-----------------------------|
| 2 WGN                                  | 26 ARTS AND ENTERTAINMENT   |
| 3 PBS                                  | 27 C-SPAN I                 |
| 4 WRCT (PBS) / NRC                     | 28 NICKELODEON              |
| 5 WTCN (PBS) / PBS                     | 29 LIFETIME                 |
| 6 WFLI (ABC) / IND. (ABC) / IND. (ABC) | 30 VH-1 (MTV)               |
| 7 TBS                                  | 31 FAMILY CHANNEL           |
| 8 BET (MTV) / BET (MTV)                | 32 THE WEATHER CHANNEL      |
| 9 CNN Headline News                    | 33 SNEAK PREVIEW**          |
| 10 WTVF (CBS) / WTVF (CBS) / ARC       | 34 ACTION PPV***            |
| 11 WDSI (CBS) / FOX                    | 35 REQUEST 1 PPV***         |
| 12 WCLP (CBS) / PBS / PBS / PBS        | 36 REQUEST 2 PPV***         |
| 13 WDEF (CBS) / CBS                    | 37 CNBC**                   |
| 14 THE MOVIE CHANNEL                   | 38 QUALITY VALUE CHANNEL**  |
| 15 USA                                 | 39 HOME SHOPPING NETWORK**  |
| 16 ESPN                                | 40 MIND EXTENSION U**       |
| 17 TNT                                 | 41 C-SPAN II**              |
| 18 TNN (The Nashville Network)         | 42 AMC**                    |
| 19 CNN (Headline News)                 | 43 ACTS/VISN**              |
| 20 THE DISCOVERY CHANNEL               | 44 PREVIEW GUIDE            |
| 21 THE DISNEY CHANNEL                  | 45 COUNTRY MUSIC TV**       |
| 22 CINEMAX                             | 46 RIAFP                    |
| 23 SPORTS SOUTH                        | 47 RIAFP                    |
| 24 HOME BOX OFFICE / HBO               | 48 CARTOON NETWORK****      |
| 25 MTV                                 | 49 COMEDY CENTRAL****       |
| 51 NOSTALGIA NETWORK****               | 50 E****                    |
| 52 SCI FI CHANNEL****                  | 51 THE LEARNING CHANNEL**** |
| 53 THE WEATHER CHANNEL                 | 52 VIEWER'S CHOICE I        |
| 54 SHOWTIME                            |                             |

- Premium Pay-Per-View
- Cable Service
- Full Service (includes Home)
- △ Pay-Per-View & Service (includes Home)
- Entertainment

- \*\* Rebuild basic channels and additional PPV channels
- \*\*\* Rebuild basic channel effective January, 1993
- \*\*\*\* Entertainment Inc. Available to Rebuild areas only.

## AN OPEN LETTER TO OUR SUBSCRIBERS

As we hope you are aware, we are in the midst of a \$30 million rebuild of our cable system using state of the art fiber optics. The two major benefits to this rebuild are greater service reliability and expanded channel capacity. Unfortunately, this rebuild is so extensive that it will take up to the Spring of 1994 to complete for all of our subscribers.

Please note that the channel lineup on the left is for subscribers whose residence or business are in areas that have been rebuilt. Since this is an on going process, as areas are rebuilt, they will receive the expanded channel programming. We are attempting to complete this rebuild as quickly as possible so all of our subscribers can enjoy all the benefits of this rebuild in the shortest amount of time. We ask your patience in this regard.

If your area has not yet been rebuilt, your basic cable options go through channel 32. You still may subscribe to all of our premium services like HBO and Showtime, plus you have the option of using our Pay Per View service (Chattanooga Home Theatre on channel 60) whenever you wish.

However, some channels in the areas not yet rebuilt will still share channel space and time. The below listed channels are shared channels in areas that have not yet been rebuilt:

Ch. 8 BET / CNBC Ch. 12 WCLP / QVC  
Ch. 23 SportSouth / Country Music TV

As areas are being rebuilt, we will place a card on your door letting you know that we are now in your neighborhood and a whole new world of entertainment will soon be available to you!

Jim Crowdis, General Manager

## OUR NUMBERS

To start or add Cable service... 855 4300  
Questions about your bill... 855 4300  
To report loss of Cable service... 855-7005  
To schedule a service call... 855 7005  
To advertise on Cable channels... 855 8668

## A R U (Automated Response Unit)

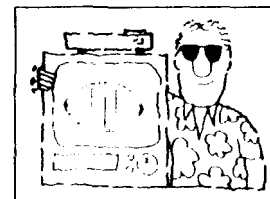
### Quick steps to faster service!

Use this service you must use a touch-tone telephone.

After calling 855 4300, press one (1), then press the number listed below for the information that you need.

- |  |   |
|--|---|
| 1. To order a Pay Per View Special Event         | 6. For general information  |
| 2. To order Cable                                | 7. To speak with a Customer Service Representative or change existing service |
| 3. For account balance information               | 8. To reach the administrative office   |
| 4. If your cable service is not working properly | 9. To listen to message again   |
| 5. To confirm an appointment                     |   |

## CHATTANOOGA HOME THEATRE



To order top Pay-Per-View movies, or a special event call our event hot lines:

For Movies: 1-800-885-6060  
(It's a FREE call!)

For Special Events: 855 4300

- \* Hot new releases!
- \* Special Events!
- \* Order by phone.
- \* Pay only for what you want to see.
- \* You must have a digital addressable converter to use Chattanooga Home Theatre.

## ONLY \$4.95 A MOVIE! Special Event Prices Vary.

\*NOTE: If you are in our rebuild area, you may be able to receive 3 more optional Pay-Per-View channels plus "Sneak Preview", a rolling log of what's on Pay-Per-View. A quick test to see if your residence is in the rebuild area is to turn to Channel 33... if you get "Sneak Preview" your residence may use the additional Pay-Per-View channels. To order special events call 855 4300; to order movies consult your special Pay-Per-View bill insert in your monthly statement or call us at 855-4300 during business hours for information.

## For Your Information . . .

### Payment Centers

Are you looking for a close, convenient place to pay your cable bill? Well, look no further than your local branch of 1st Tennessee Bank! **1st Tennessee's 17 branches in the Chattanooga area will all accept payment on your cable bill.** Or, if you're in the neighborhood of our office (off Airport/Shepard Rd.) feel free to use our handy drive-thru window during office hours or our night deposit drop box for payments after our offices have closed.

### General Office Information (855-4300)

Our normal office hours are 8 A.M. to 6 P.M. Monday thru Friday (On Tuesday the office opens at 8:30 A.M.). On Saturday we're open from 9 A.M. to 1 P.M. Our General Office phone number is **855-4300**.

### Repair Service (855-7005)

In the event that you should require a service call to your home, our Repair Service lines are answered by a repair service employee during the following times:

Monday - Friday 7 A.M. to Midnight  
Saturday 8 A.M. to 11 P.M.  
Sunday 11 A.M. to 11 P.M.

During other times the phones are answered by an answering service; calls taken by the answering service are called back by our employees as soon as possible the next day. Our Repair Service phone number is **855-7005**.

## RATES

Lifeline Basic . . . . .	\$ 9.99
Full Basic (includes Lifeline) . . . . .	\$22.95
Entertainment Tier . . . . .	\$ 3.95
HBO*, Showtime*,	
The Movie Channel*, Cinemax* . . . . .	\$11.00
*(If only Premium Service purchased)	
The Disney Channel . . . . .	\$ 9.45
Pay Per View Movies . . . . .	\$ 4.95
Pay Per View Special Event prices vary	
Additional Outlets . . . . .	\$ 4.00
Remote Control (Full Basic) . . . . .	\$ 3.00
Remote Control (Lifeline) . . . . .	\$ 3.00
Digital Music Express (DMX) . . . . .	\$10.95
Monthly Cable Guide . . . . .	\$ .99
Standard Installation Charge . . . . .	\$35.00
Upgrade . . . . .	\$15.00
Transfer . . . . .	\$15.00

**BONUS** Pay for 12 months of service in advance and receive the 13th month **FREE!**

ASK FOR DETAILS ABOUT OUR SPECIAL PACKAGES!  
(Certain restrictions may apply.)

\*All services subject to change without notice. For the latest rates, visit our website at [www.chattanooga.cable.com](http://www.chattanooga.cable.com)

## Our Premium Channels

### HBO

Nobody brings it home like **HBO**. The best in Big Event entertainment from exclusive concerts to world championship boxing. Plus over 65 top movies a month.

### SHOWTIME

Blockbuster movies including exclusives seen only on **Showtime**. One of a kind concerts, specials and comedy.

### CINEMAX

Over 100 big movies every month. Off-beat original programming. Specially programmed to complement HBO.

### THE MOVIE CHANNEL

All movies — all the time. The widest variety of movies at the best times.

### THE DISNEY CHANNEL

America's family network. Your favorite Disney characters plus new and exciting shows. Special Bonus — the Disney Channel magazine is free.

### CHATTANOOGA HOME THEATRE PAY-PER-VIEW

Enjoy first-run movies, concerts and sports without leaving home. Just give us a call to order what you want to see. From hot new movies releases to championship boxing...and you only pay for what you order on Pay-Per-View.

### ENTERTAINMENT TIER

Comedy, science fiction, cartoons and more! 6 great channels for only \$3.95 a month.

### DIGITAL MUSIC EXPRESS

30 different music formats . . . in CD quality sound, uncut with no commercials and no DJs — just music 24-hours a day.



**CHATTANOOGA  
CABLE TV COMPANY**  
A SOUTHERN BROADCAST SYSTEM

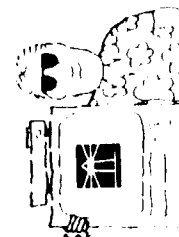
P. O. Box 182249, Chattanooga, TN 37422

Bulk Rate  
U.S. Postage  
PAID  
Permit No. 493  
Chattanooga, TN

CHATTANOOGA  
CABLE TV COMPANY  
A SOUTHERN BROADCAST SYSTEM



P. O. Box 182249  
Chattanooga, TN 37422



## WELCOME

We are glad you are a Chattanooga Cable customer! This brochure will provide you with important information regarding your cable service both now and in the future. The new 1992 Cable TV Act has created many changes that may effect you as our customer, so please take the time to read this brochure thoroughly. You may find that over the next few months your rates or lineup will change as new FCC (Federal Communication Commission) regulations are implemented. This is unavoidable for our system as we comply with the FCC on their own timetable. **We ask for your patience.** Things should settle down by the end of 1993. A number of the new rules are up for FCC "reconsideration". It is our intention as your cable company to fully cooperate with our local franchise authorities and the FCC in regards to the new Act.

## CALLING CHATTANOOGA CABLE

Sales, Billing and General Information ..... 855-4300  
 Repair Department ..... 855-7005  
 Business Office Hours (Monday, Wednesday-Friday) ..... 8AM-6PM  
 (Tuesday) ..... 8:15 AM - 6 PM  
 (Saturday) ..... 9AM-1PM  
 Repair (Dispatch) Department (Monday-Friday) ..... 7AM-11:45 PM  
 (Saturday) 8AM-11PM ..... (Sunday) 11AM-11PM

\*Answering service available during "off" hours.

## LOCATIONS

Main Office: 2030 F. Polymer Drive  
 Mailing Address: P.O. Box 182249  
 Chattanooga TN, 37427

\*\*For your convenience, a deposit box is located on the outside of our building for after-hours payment. Payments will be posted within 48 hours. We also have a handy drive-thru window to get you in and out quickly!

**Payment Centers:** You may make payments at any of the  
 17 locations of **1st Tennessee Bank** in the Chattanooga area  
 or  
 Privett's Furniture Company, 8949 Dayton Pike (Soddy Daisy)  
 Kingwood Pharmacy, 3824 Ringgold Road (East Ridge)

## ADVANCED TECHNOLOGY

### "Rebuild" or not?

Currently we are undergoing a \$30 million fiber optic "rebuild" of our cable system. Once this has been completed in your area you will receive the benefit of extra channels and even better picture quality and greater service reliability. To date, about 65% of our customers are enjoying these benefits. We anticipate that this will be completed by May, 1994. We're attempting to "rebuild" as quickly as we can and yet maintain the integrity of our service. When this is taking place in your area you may experience some disruption of your service for short periods of time. We will place a doorhanger on your door telling you that we are in the area working - and that greater things are soon in store for you from Chattanooga Cable TV! If your area has not yet been rebuilt, your Basic cable options go through channel 32. You still may subscribe to all of our Premium Services like **HBO** and **Showtime**, plus you have the option of using our Pay Per View service (**Chattanooga Home Theatre**) on channel 60. Some channels in the areas not yet rebuilt will still share channel space and time. The below listed channels are shared channels in non-rebuild areas.

**Channel 8**  
**BET/CNBS**

**Channel 12**  
**WCLP/QVC**

**Channel 23**  
**SportSouth/CMT**

## MONTHLY SERVICE & INSTALLATION FEES

	Rebuild	Non-Rebuild
Lifeline Basic .....	6.56	6.56
Expanded Service .....	16.39	16.39
Non-Rebuild Discount (non-Rebuild only) .....	N/C	(2.95)
Entertainment Pak .....		
Individual Services (Except Encore) .....	1.00	
Package .....	3.95	
Addressable Converter .....	2.61	
Hand-held Remote Control .....	.30	
HBO .....	12.00	
Showtime, The Movie Channel, Cinemax .....	11.00	
The Disney Channel .....	9.45	
Encore * .....	FREE - 2.00	
2-Star Value Pak (HBO & Showtime) .....	15.50	
2-Star Value Pak (Showtime & TMC) .....	12.29	
3-Star Value Pak .....		
(HBO, Showtime & TMC, Guide) .....	20.49	
(HBO, Showtime & Cinemax, Guide) .....	21.49	
(HBO, Showtime & Disney, Guide) .....	20.49	
5-Star Value Pak .....		
(HBO, Showtime, TMC, Cinemax, Disney, Encore, Guide) .....	26.70	
Chattanooga Home Theatre (PPV) .....		
Prices may vary with movie/event .....		
Digital Music Express (DMX)* .....		
(Residential prices vary) .....	6.95 - 10.95	
(Commercial rates available) .....		
Cable Guide .....	.99	

\* Discount available based on service level

## DIGITAL MUSIC EXPRESS



Your stereo will never be the same! We now offer a revolutionary new audio service for your home stereo called DMX. Imagine having access to 30 distinct formats of music in CD quality, 24 hours a day without commercials, DJ's or interruptions. DMX easily pays for itself with money saved from cassette and CD purchases. For details, or to order DMX, call 855-4300. Available for commercial accounts.

## CHATTANOOGA BATTLEFIELD HOME THEATRE

### CHATTANOOGA/BATTLEFIELD HOME THEATRE

Cable offers quality Pay-Per-View programming, with a sensational line up of recently-released hit movies, live concerts, live UT and UGA Football games, championship boxing and wrestling and other exciting special events. You pay for only what you watch. Ordering is a phone call away. If you would like to limit access to Pay-Per-View on your account, just call us to choose a Personal Identification Number (PIN).



## CHANNEL LINEUP

- 2 WGN
- 3 PEG
- 4 WRCS Channel 3  
(Chattanooga) NBC
- 5 WTCI Channel 45  
(Chattanooga) PBS
- 6 WFLI (Channel 53)  
(Cleveland)
- 7 TBS
- 8 BET Black Entertainment
- 9 CNN Headline News
- 10 WTVC Channel 9  
(Chattanooga) ABC
- 11 WDSI Channel 61  
(Chattanooga) FOX
- 12 WCLP Channel 18  
(Chatsworth) PBS 7PM-12AM
- 13 WDEF Channel 12  
(Chattanooga) CBS
- 14 THE MOVIE CHANNEL
- 15 USA
- 16 ESPN
- 17 TNT
- 18 TNN The Nashville Network
- 19 CNN Cable News Network
- 20 THE DISCOVERY CHANNEL  
Nature, Science, Adventure
- 21 THE DISNEY CHANNEL
- 22 CINEMAX
- 23 SPORTSOUTH
- 24 HOME BOX OFFICE-HBO
- 25 MTV
- 26 ARTS & ENTERTAINMENT
- 27 C-SPAN
- 28 NICKELODEON
- 29 LIFETIME

- 30 VH-1 (Video Hits)
- 31 FAMILY CHANNEL
- 32 THE WEATHER CHANNEL
- 33 SNEAK PREVIEW
- 34 ACTION PPV
- 35 REQUEST 1 PPV
- 36 REQUEST 2 PPV
- 37 CNBC
- 38 QUALITY VALUE CHANNEL
- 39 HOME SHOPPING NETWORK
- 40 MIND EXTENSION UNIVERSITY
- 41 C SPAN 11
- 42 AMC
- 43 ACTS/VISN
- 44 PREVUE GUIDE
- 45 COUNTRY MUSIC TV
- 46 LEASE CHANNEL
- 47 E!
- 48 CARTOON NETWORK
- 49 COMEDY CENTRAL
- 50 ENCORE
- 51 NOSTALGIA NETWORK
- 52 SOLF CHANNEL
- 53 COURT TV
- 54 THE LEARNING CHANNEL
- 55 THE TRAVEL CHANNEL
- 56 THE FOOD CHANNEL
- 60 VIEWERS CHOICE 1
- 61 SHOWTIME

\*Available for purchase on a  
"per channel" basis if desired.

<input type="checkbox"/>	Lifeline Service
<input type="checkbox"/>	Expanded Service
<input type="checkbox"/>	Pay-Per-View Service (optional)
<input type="checkbox"/>	Premium Pay Service

## NEW PROGRAMMING ADDED

You will notice by our lineup that there are a few changes in the programming that is offered. These changes are:

\*\*The addition of ENCORE as a member of the "Entertainment Pak". ENCORE is also available separately as a low-cost, high quality premium service. ENCORE features commercial free movies of the 60's, 70's and 80's. Also joining the Entertainment Pak is COURT TV, featuring actual court proceedings from important cases around the country like the William Kennedy Smith rape trial in Palm Beach and the "Long Island Lolita" Amy Fisher case.

Like ENCORE, COURT TV and all the channels in the Entertainment Pak are available for purchase per channel.

\*\*THE LEARNING CHANNEL and E! have moved from the "Entertainment Pak" and will join "new addition" THE TRAVEL CHANNEL and THE FOOD CHANNEL on our expanded lineup that is available to all customers in the Rebuild areas. Want information on where to take your next vacation? THE TRAVEL CHANNEL provides you with tips on special travel information and up to the minute ways and rates to get there! Are you interested in the latest on eating healthy and special cooking tips from some of the best chefs around? Fill your plate with THE FOOD CHANNEL!



## IMPORTANT RATE INFORMATION

The rates for Cable TV service are the areas that are most greatly effected by the recent Cable Act. "Lifeline" basic and Expanded Service are now regulated by a complex formula established by the Federal Communications Commission (FCC). Part of the formula includes the amount of basic channels available to you as a customer. Customers in non-rebuild areas will see a discount listed on their statement because they have less channels available. This discount will disappear when their home becomes part of the rebuild area and more channels are available. Rates for "Premium" services (like HBO) and Pay-Per-View are unregulated as they are optional services. Below are significant changes that may now affect your account.

**ADDITIONAL OUTLETS:** There is no longer any additional charges for the monthly cable TV service on any TV sets past the first set. (Commercial Accounts excluded)

**HAND-HELD REMOTE CONTROL DEVICES:** The monthly rental fee for remote control device is now \$.30 per month.

**ADDRESSABLE CONVERTERS:** The monthly service fee for addressable converters will be \$2.85 effective September 1, 1993. Please see the additional information listed under "IMPORTANT CONVERTER AND INSIDE WIRE INFORMATION" for further detail.

**FRANCHISE FEE PAYMENT:** This payment used to be included in your bill. The new law provides for this to be listed as a separate item. The net payment of franchise fees is made to your franchising authority for allowing Chattanooga Cable to serve your area. Your franchising authority is listed on the bottom of your monthly statement.

**HOME BOX OFFICE (HBO) RATE ADJUSTMENT:** Effective October 1, 1993 the rate for HBO will be \$12.00 per month if that premium service is the only premium service in the home. Discounts on the rate for HBO are available if another premium service (like Showtime) is added.

**CABLE GUIDE ADJUSTMENT:** Effective October 1, 1993 the charge for the Cable Guide will be \$.99 per month for all customers except those in the 3-Star or 5-Star Value Paks. These customers will continue to receive the Guide as a part of their package.

\*Rates and charges are subject to applicable city, county or state taxes. Rates are subject to change with a 30-day notification. Special installation promotions and/or packages may be available from time to time at lower rates than those listed.



## FCC RATE REGULATION IMPACT SURVEY

01. Community Unit ID#:		FL0239		05. Respondent Name:		DAVID WATKINS	
02. Mailing Address (street):		P.O. BOX 490919		06. Respondent Fax:		513-977-3768	
03. Mailing Address (city):		LEESBURG		07. Respondent Phone:		513-977-3711	
04. Mailing Address (state & zip):		FL 34749-0919		08. System/Franchise:		SYSTEM	

REGULATED SERVICES		CHARGE		CHANNELS		HOUSEHOLDS	
		4/5/93	9/1/93	4/5/93	9/1/93	4/5/93	9/1/93
Describe Service Tier							
09. TIER 1 (Basic)	BASIC SERVICE	\$11.95	\$7.20	12	12	34,326	30,968
10. TIER 2	CABLE SERVICES	\$10.00	\$14.40	23	24	33,898	30,471
11. TIER 3							
12. TIER 4							

REGULATED EQUIPMENT		CHARGE		EQUIPMENT UNITS		HOUSEHOLDS	
		4/5/93	9/1/93	4/5/93	9/1/93	4/5/93	9/1/93
13. Converter	Non-addressable:	\$0.00	\$0.00	0	0	7,555	6,767
	Addressable:	\$0.00	\$0.00	0	0	3,846	5,514
14. Installation	Prewired:	\$50.00	\$30.00			359	492
	Unwired:	\$50.00	\$40.00			360	492
15. Service Change	Visit required:	\$15.00	\$10.26			36	19
	No visit:	\$0.00	\$2.00			0	0
16. Inside Wire:		\$0.00	\$0.00	0	0	0	0
17. Remote:		\$4.00	\$0.15	11,401	12,075	11,401	6,731
18. Additional Outlet:		\$4.50	\$0.00	18,396	18,182	13,728	13,569
All Miscellaneous Maintenance (describe):							
19.							
20.							
All Miscellaneous charges (specify):							
21.							
22.							
23.							
24. Franchise Fee: (per sub.)		\$0.66	\$0.65				
25. Total billed monthly charges for reg. services:		\$871.10	\$767.58				
26. Total subscribers receiving any reg. services:		34,326	30,968				
27. % of subs. receiving a change in bill for reg. svcs:		Increase%	0.00%	Decrease%	100.00%		



# LAKE COUNTY CABLEVISION

Keep this new channel line-up near your TV for handy reference.

A LISTING OF ALL PROGRAM SOURCES AVAILABLE ON LAKE COUNTY CABLEVISION

Customer Service: 787-7875

After Hours: 787-5191

Cable Channel	Call Letters	Affiliation	City
2	LSCC	Local	Leesburg
3	QVC	Satellite	West Chester, PA
4	WMFE-24	PBS	Orlando
5	WACX-55	Independent	Leesburg
6	WCPX-6	CBS	Orlando
7	PREVUE GUIDE	Satellite	Tulsa
8	WKCF-18	Independent	Orlando
9	WFTV-9	ABC	Orlando
10	WOFL-35	Fox	Orlando
11	WESH-2	NBC	Orlando
12	C-SPAN	Satellite	Wash., DC
13	C-SPAN II / TRAVEL	Satellite	Wash., DC / Atlanta
14	WTBS-17	Satellite	Atlanta
15	WGN-9	Satellite	Chicago
16	SUNSHINE	Satellite	Regional
17	ESPN	Satellite	Bristol, CT
18	USA	Satellite	New York
19	HSC	Satellite	St. Petersburg
20	THE FAMILY CHANNEL	Satellite	CA/NY
21	TNT	Satellite	Atlanta
22	CNN	Satellite	Atlanta
23	LIFETIME	Satellite	Los Angeles
24	THE WEATHER CHANNEL	Satellite	Atlanta
25	HEADLINE NEWS	Satellite	Atlanta
26	HBO	Premium	New York
27	THE DISNEY CHANNEL	Premium	Burbank, CA
28	CINEMAX	Premium	New York
29	AMERICAN MOVIE CLASSICS	Satellite	New York
30	THE MOVIE CHANNEL	Premium	New York
31	SHOWTIME	Premium	New York
32	TNN	Satellite	Nashville, TN
33	ARTS & ENTERTAINMENT	Satellite	New York
34	DISCOVERY	Satellite	Landover, MD
35	NICKELODEON	Satellite	Smithtown, NY
36	CNBC	Satellite	New York
37	B.E.T.	Satellite	Wash., DC
38	VH-1	Satellite	CA/NY
39	MTV	Satellite	New York
40	UNIVISION	Satellite	Miami, FL
41	CABLE INFORMATION	Local	Leesburg
51	PAY PER VIEW I / REQ I*		New York
52	PAY PER VIEW II / VC I*		New York

Effective Feb. 1, 1993



# LAKE COUNTY CABLEVISION

1310 MARION STREET  
P.O. BOX 490919  
LEESBURG, FLORIDA 34749-0919

CUSTOMER SERVICE 904-787-7875  
EVENINGS/WEEKENDS 904-787-5191  
MARION COUNTY 904-687-2758

<b>SERVICE</b>	<b>Monthly Rate</b>
Basic Service	\$21.95
Limited Basic (Channels 2-13)	11.95
1st Premium Channel*	12.00
2nd Premium Channel*	8.00
3rd Premium Channel*	7.00
4th Premium Channel*	6.00
5th Premium Channel*	5.00
The Disney Channel only*	9.00
HBO, Cinemax, Showtime, The Movie Channel, The Disney Channel (no remote or guide) each	8.00
Digital Music Express**	10.95
Pay-Per-View Movies** each	4.95
Additional Outlet each	4.50
Remote Control Unit each	4.00
Late Charge	4.00

\*INCLUDES REMOTE UNIT & FREE GUIDE

\*\*NOT AVAILABLE IN ALL AREAS

## **OTHER CHARGES**

Connection Charge/up to 2 Outlets	\$50.00
Transfer Charge	25.00
Reconnection Charge	30.00
Vacation Reconnect Special	15.00
Additional Outlet (at install) each	10.00
Additional Outlet (other time) each	20.00
Relocate Outlet or Drop each	20.00
Non-Pay Trip Charge	30.00
Trip Charge/Conversion Charge	15.00
A/B Switch (installation \$15.00 additional) each	10.00
Buried Drop Charge	20.00
Wall Fish each	30.00
Returned Check Charge each	15.00

PRICES DO NOT INCLUDE FEDERAL, STATE OR LOCAL TAXES & FEES  
AND MAY VARY IN SOME AREAS.

0293-1

Lake Co.

## CABLE CHANNEL LINE-UP

EFFECTIVE Oct. 1, 1993

A LISTING OF ALL PROGRAM SOURCES  
AVAILABLE ON LAKE COUNTY CABLEVISION

Cable Channel	Call Letters	Affiliation	City
2	LSCC	Local	Leesburg
3	QVC	Satellite	West Chester, PA
4	WMFE-24	PBS	Orlando
5	WACX-55	Independent	Leesburg
6	WCPX-6	CBS	Orlando
7	PREVUE GUIDE	Satellite	Tulsa
8	WKCF-18	Independent	Orlando
9	WFTV-9	ABC	Orlando
10	WOFL-35	Fox	Orlando
11	WESH-2	NBC	Orlando
12	WTGL-52	Independent	Cocoa
13	C-SPAN	Satellite	Wash., DC
14	WTBS-17	Satellite	Atlanta
15	WGN-9	Satellite	Chicago
16	SUNSHINE	Satellite	Regional
17	ESPN	Satellite	Bristol, CT
18	USA	Satellite	New York
19	HSC	Satellite	St. Petersburg
20	THE FAMILY CHANNEL	Satellite	CA/NY
21	TNT	Satellite	Atlanta
22	CNN	Satellite	Atlanta
23	LIFETIME	Satellite	Los Angeles
24	THE WEATHER CHANNEL	Satellite	Atlanta
25	HEADLINE NEWS	Satellite	Atlanta
26	HBO*	Premium	New York
27	THE DISNEY CHANNEL*	Premium	Burbank, CA
28	CINEMAX*	Premium	New York
29	AMERICAN MOVIE CLASSICS	Satellite	New York
30	THE MOVIE CHANNEL*	Premium	New York
31	SHOWTIME*	Premium	New York
32	TNN	Satellite	Nashville, TN
33	ARTS & ENTERTAINMENT	Satellite	New York
34	DISCOVERY	Satellite	Landover, MD
35	NICKELODEON	Satellite	FL/NY
36	CNBC	Satellite	New York
37	B.E.T.	Satellite	Wash., DC
38	VH-1	Satellite	CA/NY
39	MTV	Satellite	New York
40	UNIVISION	Satellite	Miami
41	C-SPAN II	Satellite	Wash., DC
42	THE TRAVEL CHANNEL	Satellite	Atlanta
51	PAY PER VIEW I / REQ I*	Satellite	New York
52	PAY PER VIEW II / VC I*	Satellite	New York

9/93-CMH Note: Basic Service consists of channels 2 through 13 only.  
\* Addressable Converter Required

## MONTHLY RATES

Effective Sept. 1, 1993

SERVICE	Monthly Rate	OTHER CHARGES
Basic Service (Channels 2-13)	\$ 7.20	Pre-Wired House*** \$30.00
Expanded Basic* (Channels 14-42)	14.40	Unwired House*** 40.00
Basic & Expanded* (Channels 2-42)	21.60	Reconnect 20.00
Non-Addressable Converter	1.65	Vacation
Remote for Non- Addressable Converter	.10	Reconnect Special 15.00
Addressable Converter	3.40	Underground (Buried Drop) 20.00
Remote for Addressable Converter	.20	Additional Outlet (at install) each 15.00
Showtime**	5.00	Additional Outlet (separate trip) each 25.00
The Movie Channel**	4.00	Relocate Outlet or Drop each 25.00
The Disney Channel**	4.00	Wall Fish each 30.00
Cinemax**	6.00	A/B Switch each 10.00
Home Box Office**	9.00	A/B Switch Install each 10.00
Digital Music Express	each 10.95	Trip Charge (Non cable related trouble calls, non-pay collection trips, etc.) 20.00
Pay-Per-View**		Returned
Movies	each 3.95	Check Fee each 15.00
Special Events	prices vary	Late Fee 5.00

\*EXCLUDES PREMIUM CHANNELS

\*\*REQUIRES CONVERTER

\*\*\*PRIMARY OUTLET ONLY/

EXCLUDES BURIED DROP.

**PRICES DO NOT INCLUDE STATE OR LOCAL TAXES & FRANCHISE FEES. FRANCHISE FEES WILL BE ADDED TO THE APPLICABLE SERVICES ON YOUR BILLING STATEMENT. Lake County Cablevision shall provide thirty days notice to the customer before rate changes become effective.**



equipment owned by us and installed by our service personnel. Converters and Remotes remain the property of **Lake County Cablevision** and must be returned to us upon disconnection of service. However, upon disconnection, the cable wiring inside the home becomes the property of the home owner.

## EQUIPMENT LOSS OR DAMAGE

Any loss or damage of **Lake County Cablevision** owned equipment that is provided to you may result in charges as follows:

Converter	\$150.00
Remote	\$10.00
DMX Tuner	\$150.00
DMX Remote	\$40.00

## TROUBLE CALLS

You may call our 24 hour repair lines at any time. In addition, during office hours you may also contact customer service. All outages are responded to immediately while other service related calls are scheduled no later than the next business day.

If you experience reception problems, please contact our office and our trained customer contact personnel will assist you. Please note that **Lake County Cablevision** may charge for non-cable related service calls.

## HOW TO USE YOUR CABLE SERVICE

The cable installer will connect and demonstrate all of our equipment at the time of connection.

Our basic service (2-13) does not require a converter. Cable-ready televisions do not require converters for basic or expanded basic service. Cable-ready televisions are considered those that will tune in all of the basic and expanded basic channels (2-42) without the use of a converter. **Lake County Cablevision** does not provide converters for this service. We do however, offer optional equipment, for which there is an additional monthly cost.

All premium channels and Pay-Per-View services require a converter. If you choose to use a VCR with your cable service, you

must keep your TV on channel 3 when using the VCR. You would then change channels with the VCR. When using a cable converter, you must also keep your TV on channel 3 and change channels with the converter. If you use a VCR **and** a cable converter, then you must keep both the TV and VCR on channel 3. You would then change channels with the converter.

## PAY-PER-VIEW

Pay-Per-View movies and special events are available in most of our service area. Pay-Per-View means that you pay only for movies or events that you order and you receive a one-time viewing. The charges appear on your next billing statement.

To exercise this option you must have a special converter, for which there is an additional monthly charge. Once you have this converter in your home you may place orders by: 1) calling customer service during normal business hours or 2) by calling the appropriate toll free pay-per-view numbers from 1 hour before the movie / special event until 15 minutes after the start.

## A/B SWITCHES

You may purchase A/B switches from **Lake County Cablevision** or an independent dealer for use with your cable service. An A/B switch will enable you to switch from cable to antenna.

(continued on back) ►